



DTJ

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants : Carney
Title : Computer-Implemented System And Method For
Managing Service Agents
Application No. : 10/674,749
Filed : September 30, 2003
Attorney Docket No. : 343355600069

STATUS INQUIRY

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

I hereby certify that this correspondence
is being deposited today with the United
States Postal Service as first class mail in
an envelope addressed to: Commissioner for
Patents, P.O. Box 1450, Alexandria, VA
22313-1450

on February 20, 2007

By: Kathie G. Kopyak

Dear Sir:

The last communication sent to your office on August 25, 2006, was a status
inquiry, and we have not yet received a response to the same. Please advise the
undersigned when we should expect to receive an Office Action or a Notice of
Allowance.

Respectfully submitted,

John V. Biernacki
Jones Day
North Point
901 Lakeside Avenue
Cleveland, Ohio 44114
(216) 586-7747

Date: February 19, 2007